

JOB DESCRIPTION

JOB TITLE: Relief Receptionist/ Front of House

LOCATION: Various locations City/West End

SHIFTS: 40h + working Monday – Friday

PAY RATE: £13.50 per hour

REPORTING TO: Dual Role Services Manager

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

This is an mobile role we are looking for a committed individual to cover holiday and sickness across of our expanding portfolio.

Job Objective & Responsibilities:

- Ensuring the smooth day to day running of the reception desk.
- Welcoming guests and signing in visitors to the management center.
- Handling all customer enquiries via the telephone, email, and face to face.
- Processing lost property incidents.
- Assisting site management and supervisors in administrative tasks.
- Promoting on site events and charities such as the giving box.
- Ready to assist with providing wheelchairs to customers who need them.
- Checking the public bathrooms are clean and tidy every hour and informing the cleaners if they are not.
- Liaison with other internal departments such as security etc.
- Handling customer feedback/complaints as required.

Main duties:

- Your duties will involve providing excellent customer service to our customers, visitors, and client.
- Being professional, with an excellent attention to detail in office administrative duties.
- Being an excellent ABM brand ambassador

Person Specification:

- Proven experience, or an excellent to be in a reception role.
- First class levels of customer service.
- You must be well presented and professional.
- Excellent communication and organization skills.
- You must be able to remain calm and work well under pressure.
- You will be honest, reliable, and trustworthy.
- You must be IT literate, conversant in all Microsoft office packages to include Word and Excel.
- You must be flexible in terms of the working hours required of you.

Essential

Desirable

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.